



**HEADQUARTERS**  
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13 June 2005

**MEMORANDUM FOR ALL MEMBERS OREGON WING**

**FROM: CC**

**SUBJECT: POLICY ON COMPLAINTS, COMMENTS OR SUGGESTIONS**

1. Effective this date and henceforth, Oregon Wing, Civil Air Patrol approves and supports a policy of open communication, at all levels from all sources.
2. All personnel are encouraged to both 'go through channels' in asking questions or voicing a criticism, and are also encouraged to talk with who ever they choose to get information, ask questions, or question an order or situation.
3. We have, and enforce an 'open door policy' to the maximum extent possible. There are no 'silly questions' or 'dumb questions', only those questions left unanswered because they were unasked. Your question may save a life! Just because a flight was O.K. in the morning hours doesn't mean that the winds do not change in the afternoon! Asking 'why' a flight is about to be released may well cause a rethinking that could save one of our lives.
4. Asking the Inspector General or one of the IG staff to explain a publication of a rule or requirement is encouraged. Changes are always happening, and while we all attempt to stay informed and current, that does not mean that a change has not happened that we 'missed' seeing or getting information on. Asking the Wing Commander a question about a Wing Policy can suggest that we have not published enough information about a situation to adequately inform all members of a change or new equipment, or a new unit somewhere, etc.
5. Always ask, either in person, by radio, or telephone or any other means that is appropriate to the question. No one will ever be faulted for asking, only for not asking if the situation is serious and depends upon current knowledge and training.

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THEODORE S. KYLE, Col, CAP  
Commander